Guiding Principles of Automation

A Three-Step Guide for CIOs

Forward-looking organizations pursue digital transformation projects to seize new market opportunities, become more competitive, and better serve customers. Autonomous technology can magnify the impact of these initiatives by simplifying manual business processes and freeing IT professionals to focus on innovation, rather than on routine maintenance of hardware, software, and business applications.

As Forrester suggests in its report, "The CIO's Guide to Automation, AI, and Robotics," astute CIOs strive to raise automation to the level of a strategic organizational competency. However, automation can only succeed when these business leaders make judicious investments in strategic technologies and business practices.

If you are ready to build a culture of automation, this checklist will give you the practical direction you need to embark on a successful journey.

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1

Use automation to magnify the business impact of digital technology.

Address perennial business problems, not pie-in-the-sky ventures. Keep it real.

- Establish strategies and budgets for automation initiatives that will have a measurable impact, such as improving customer experiences and boosting operational excellence.
- Collaborate with business leaders to design automated processes that exceed what is possible manually—with an eye toward simplifying repetitive tasks.
- Embrace the disruptive potential of automation tools to replace human labor for controlling the operation of devices, processes, and systems. Think autonomous.
- Secure these emerging IT environments with an intelligent, cloud-based platform that automatically prevents, detects, and responds to performance issues and cybersecurity threats.

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2

Standardize on a Comprehensive Cloud Platform

Make sure you adopt technologies that work with what you have. Nobody wants another silo.

- Autonomous assets should be anchored by a cloud foundation that is based on open, standards-based tools. Make sure you can see a path for moving existing IT assets forward.
- Embrace the core attributes of autonomous database operations: self-driving, self-securing, and self-repairing —and let your IT personnel focus on high-value tasks.
- Work with a cloud vendor that can cost-effectively move your legacy IT assets into the Digital Age. For example, can you move enterprise applications and databases to the cloud unchanged?
- Transform routine processes by leveraging the power of artificial intelligence (AI) and machine learning (ML). Your information systems should get smarter over time.

3

Invest in core competencies to maximize positive change.

Even the most unique technologies will wither and die if the workforce doesn't embrace them. What does your team really need?

- Start with nuts-and-bolts operational processes, such as streamlining call-center procedures and automating supply chain tasks. Establish strategies that use automation to improve customer experiences, increase efficiency, and lower costs.
- Assess your current state of automation maturity to determine how much new technology you are ready for. Then pick projects with high visibility and obvious returns. Read a detailed report from Forrester, sponsored by Oracle.
- Evangelize the potential value of automation technologies to other business leaders. Emphasize the importance of establishing automated IT security practices that use machine learning to achieve situational awareness of nefarious activities.
- Hire people who can adapt to the presence of automated systems and intelligences—and help existing team members move into more-progressive, high-value roles.

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